

# The Technology Management Network



## Meeting Details

Project: The Technology Management Network - Meeting no. 16  
Meeting topic: **Performance improvement in technology delivery**  
Date: Thursday 9<sup>th</sup> October – Friday 10<sup>th</sup> October 2003  
Venue: BP, Building G, Room 103, Chertsey Road, Sunbury TW16 7LN.  
On arrival you should proceed to Reception for Buildings H, G, F (known as the link reception) and ask for Joanne Thorne.  
Local contact: Chris Reddick, BP, phone: [44] 1932 775613  
Coordinator: Chris Dudgeon, OTM, mobile: [44] 7810 544495, office: [44] 1483 598000,  
[chris.dudgeon@otmnet.com](mailto:chris.dudgeon@otmnet.com)  
Hotel: St Giles Hotel, Hounslow Road, Feltham, Middlesex TW14 9AD  
Phone: +44 (0) 20 88177000, fax: +44 (0) 20 8817 700, (see map attached)  
Room rate: £87 per night (room only).  
**Please confirm accommodation requirements to Chris Dudgeon at OTM.**  
Dinner: There will be a workshop dinner on Thursday evening at The Cloche Hat, Burrow Hill, Chobham, Surrey (see map attached)  
Travel/ Maps: BP's offices are approximately 30 minutes taxi ride from Heathrow Airport; the offices are close to both Sunbury and Feltham railway stations and a complimentary shuttle runs every 15 minutes between Feltham railway station and the BP site (Feltham railway station is situated across the road from the St Giles hotel). The recommended taxi firm is Checker Cars, Tel: [44] 020 8890 3333 (cost ~ £12 each way).

## Proposed Agenda

### Day 1 (Thursday)

09.00 Welcome  
09.05 Framework and objectives for the meeting  
09.15 Introductions  
09.30 Main presentation (BP)  
10.30 *Coffee*  
10.45 Round table sharing of successful practices/ case histories etc related to performance improvement in technology delivery (all attendees - 15-20 minutes each)  
12.30 *Lunch*  
13.30 Round table sharing (continued)  
15.45 *Tea/ coffee*  
16.00 Technology presentation and tour of labs (BP)  
17.00 *Close of day 1 discussions and return to hotel*  
19.00 *Dinner*

### Day 2 (Friday)

09.00 Competitive positioning of upstream technology (Christiaan Luca, Shell)  
10.00 *Coffee*  
10.15 Discussion and group analysis of successful practices  
11.45 TMN management issues: update on 2003 programme, membership, etc  
12.30 *Meeting ends (lunch available)*



## Workshop briefing notes

As has happened so successfully at recent TMN meetings, it has been agreed that all TMN members will each present about 5-6 overheads/ slides on their company's experiences/ lessons learnt/ best practices relating to the meeting topic, to ensure consistency and clear items for subsequent discussion. Please ensure you include 'case studies', to bring the lessons learnt and best practices to life more effectively.

We have received requests from several members for presentations and discussions to focus on '**how it is**' within your organisation, rather than '**how it ought to be**', so please place emphasis on this in your slides, and provide as much real case history illustration as possible.

The topic for this meeting is 'performance improvement in technology delivery'. Please structure your slides around the following proposed points for discussion:

- Your corporate performance management process for technology delivery
- Specific performance improvement initiatives within your company
  - What initiatives has your company actually run to improve technology delivery – and why?
  - How effective are these initiatives?
  - What are the outcomes, e.g. \$ impact, parts of the organisation affected
  - What, if anything, holds back their complete success?
  - What 3 things would you change to make them even better?
- Use of performance improvement targets
  - What targets do you set?
  - How do you measure progress?
  - What do you do with measurement results?
- Case histories of performance improvement initiatives
  - Please give some real examples, including both successes and failures
  - What critical success factors can you identify?
  - Who did what?
  - Who was accountable for delivering technology projects – and to whom?
  - Who decided how much money was spent, and on what?
  - How were decisions taken to shut down projects that were not succeeding?
  - What were the links to actual business units – and how did this work?
  - How was technology 'operationalised', i.e. from development to operations?

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## Maps and Directions for Workshop, 09-10/10/03

### Directions to Sunbury

#### Directions by Car



#### From M25 to Sunbury

From the M25 at Junction 12, take the M3 towards London. Leave the M3 at Junction 1 and follow direction in the local approach roads section.

#### From Central London to Sunbury

Approaching from Central London, leave the A4 and join the A316. Continue along for about 9 miles leaving at the point it becomes the M3 (Junction 1). Then follow directions in the local approach roads section

#### London Heathrow to Sunbury

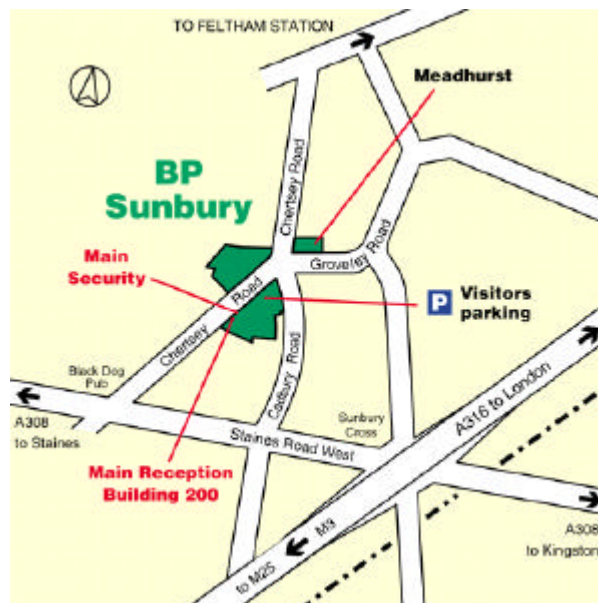
Leaving Heathrow Airport by road follow signs for A30 Staines. The simplest route is to take the Clockhouse Lane exit at the A30 roundabout. Continue straight across at the next roundabout and to the second set of traffic lights turning left onto the A308. At the next set of traffic lights turn left into Chertsey Road and look for the BP Visitors Car Park (sign posted) on your left

#### Local Approach Roads

From the M3 at Junction 1, take the A308 towards Staines. After 1/2 mile turn right at the traffic lights into A244 Cadbury Road. Turn left into Chertsey Road and follow signs to the visitor's car park.

Contact your host to find out which reception to report to. There is a site map located at the Visitors Parking area.

You will need to collect a token from Main Security when you return your visitors pass to allow you to exit the car park.



#### Directions by Rail and Air

There is a regular and frequent train service from London Waterloo to Feltham station. A BP shuttle bus provides a regular service from outside the station to and from the site. Buses run from 06.00 to 20.00 approx every 15mins.

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## LOCATION AND DIRECTIONS FOR THE ST GILES HOTEL HEATHROW

### FROM HEATHROW

#### From Terminals 1, 2 or 3

take the 285 Bus (RailAir Link) available 24 hour from the Central Bus Station to Feltham Station. A bus stop is located one stop before the station outside the hotel.

#### From Terminal 4

take a bus (various routes available) to Hatton Cross Station. Thereafter, take bus route 90, 285 or 490 to Feltham. A bus stop is located directly outside the hotel.

### BY ROAD

#### From M4

Leave M4 at junction 3 and join the A312 Southbound, signposted Feltham. Following the A312 for approximately 4 miles until you reach Harlington Road West. At the traffic lights (crossroads) bordered on the right hand side by Feltham Park and a bus stop, turn right. The Hotel is clearly visible 800metres up this road on the left-hand side.

#### From M3

Leave M3 after junction 1 (Sunbury), signposted for lower Feltham. At the roundabout, adjacent to the Unigate Dairies, take the left-hand exit to pass alongside the Dairy. At the next mini-roundabout, take the right hand fork (Feltham Brook Way). Continue straight to the next roundabout and turn left again. Pass the General Roy public house, continue straight towards the traffic lights. Turn right at the lights (A244 signposted Feltham). Continue straight through the town centre, pass Feltham Railway Station, over the bridge and the Hotel is clearly visible on the right hand side.

#### From M25 (North)

exit at Junction 15 and join the M4 towards London (thereafter follow directions from M4 as above).

#### From M25 (South)

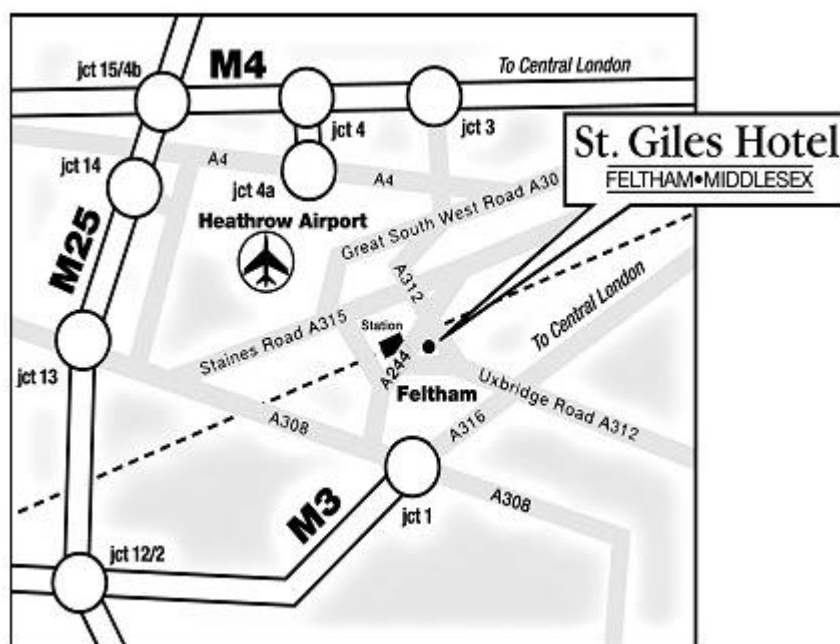
exit at Junction 12 and join the M3 towards London (thereafter follow directions from M3 as above)

### BY RAIL

Feltham Station - located 200 yards from the hotel

#### From Waterloo Station

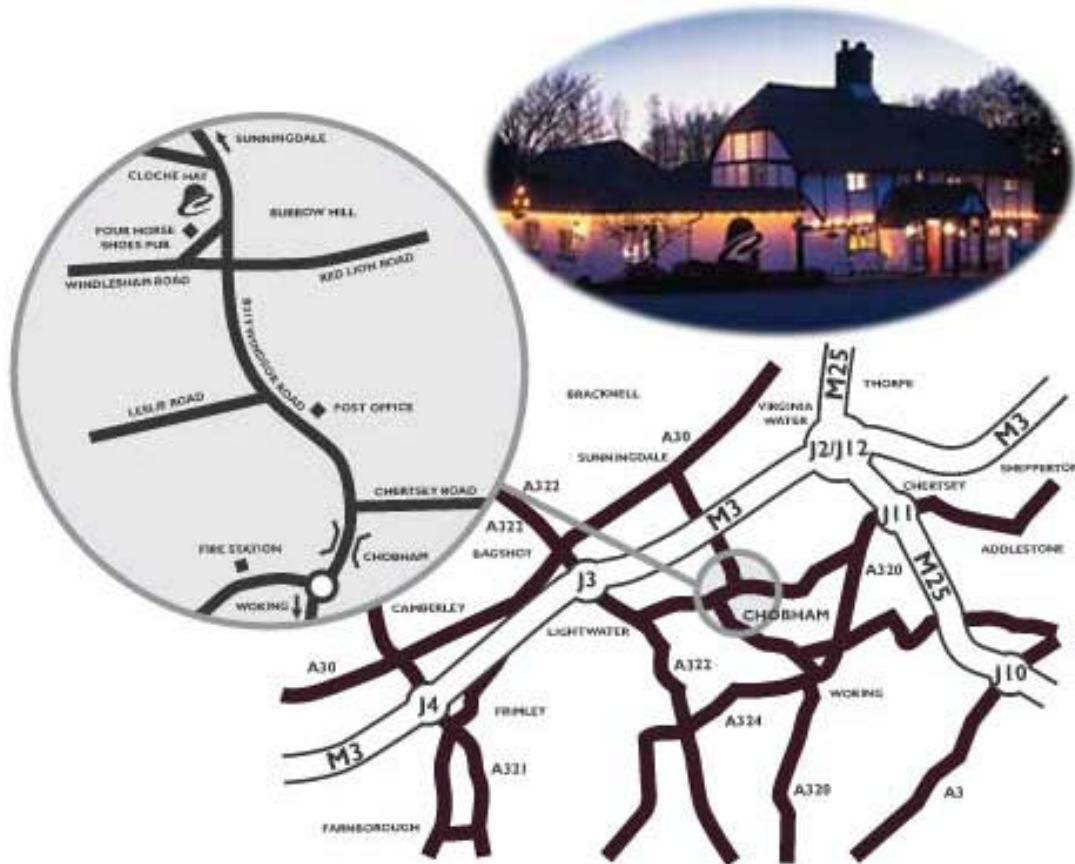
Take a South West train to Feltham (travelling time approx. 20 -25 minutes). Leaving Feltham Station turn left up the hill over the rail bridge. The Hotel is clearly visible 400 metres Northbound on the right hand side of the road.



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## LOCATION AND DIRECTIONS FOR THE Cloche Hat restaurant



### GETTING TO THE CLOCHE BY ROAD

The Cloche Hat has good road links and is easily accessible from the West and South West. Routes to the 'Cloche Hat' include M3 (Junction 3) - A322, A319 (B383). The A30 then (B383). Accessible for local towns and Villages it is also within easy traveling distance when visiting Ascot racecourse or the Farnborough Air Show.